

INTERACTIVE SYMPTOMATIC RECORDING SYSTEM AND METHOD
UTILIZING SYMPTOMATIC MEMORY

ABSTRACT OF THE DISCLOSURE

5 The Internet provides communication between a plurality of service
sites and a plurality of equipment sites at which equipment needing periodic
service and emergency service are operated. Each piece of equipment
includes a sensor array and a manual actuator that is activated when an
abnormal mode of operation of the equipment is experienced. When the
manual actuator on a piece of equipment is actuated, the equipment's
10 operating conditions that are sensed by the sensor array are stored in memory.
Later, when a request to service the equipment is sent from an equipment site
to a service site, the service site queries the equipment site as to equipment
symptoms. Upon receiving this query, an operator at the equipment site
causes the symptoms stored in memory to be transmitted to the service site.
15 Based upon the symptoms received at the service site, a service plan for the
equipment is formulated.